

63% no rate hike.

July 13, 2011

Carolina Water Service  
P.O. Box 4509  
West Columbia, SC 29171

Dear Sir,

Timbergate Subdivision homeowners are issuing this formal complaint to Carolina Water Service and the Public Service Commission for poor service and to request denial of any and all rate increases. We have put up with the smells from the poorly maintained aeration pond for years and are tired of the poor air quality we are living with due to faulty and inadequate equipment being used and poorly serviced. A review of your phone logs would no doubt show numerous calls regarding this problem from our neighborhood. Are plans in place for Carolina Water Service (CWS) to improve or alleviate this problem? We understand that CWS has the option of shutting down this sewage treatment facility and hooking our neighborhood up to West Columbia's sewage lines and filling in the pond. At what point will CWS provide Timbergate homeowners an answer to this problem?

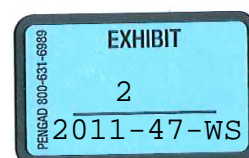
We are also extremely upset about the repeated problems CWS has with the waterlines around our area that affect our water usage. It is hard to imagine that any other area has as many repairs and/or service interruptions as we do. It seems every couple of months we are without water, having to boil water and be very inconvenienced. If it is a routine repair then it would be nice to be notified in advance so that we can have water stocked, showers taken, laundry done, etc. before the water is turned off. We understand many of us were reduced to melting ice in order to brush our teeth and take care of basic needs during our last interruption in service.

We have legitimate complaints for not wanting an increase in our rates. It would be nice to know why we need to pay more for such lousy service. If you state that you are providing new infrastructure and services for our neighborhood then it might be a point for constructive dialog regarding the size and duration of your proposed increase, but we remain highly skeptical. If new infrastructure or repairs are on the table or being scheduled we would like to know what is being done and how and when it is to be completed. Will your rate hike improve the quality of our services?

We as Timbergate homeowners respectfully but emphatically request a response from your company regarding these issues. It has been brought to our attention that a meeting is being held to discuss some of these issues but many residents are on vacation or are unable to attend. After all it was pretty short notice and many households may not have seen the announcement in the paper. This is something that should have gone out to each household from CWS. Listed on the attached sheet are the many ~~signatures~~ **signatures** of our neighbors that are in agreement with the complaints listed above. You can see now that we are not acting as individuals but as a community and we would like our complaint taken seriously.

Respectfully submitted,

Timbergate Subdivision Homeowners



**Timbergate Homeowners in agreement with the petition**

(name and address)

Jayda & John Wilson 143 Timbagat Dr.  
Sandy Perkins 206 Timbergate Drive  
John and Frank Douglass 217 Timbergate Drive  
Doris & Lynn Poline 311 Yungate Rd  
Scott & Laura Thompson 231 Timbergate Drive  
Kevin McAlamy 221 Timbergate Dr.  
Stan and Maisha Johnson 139 Timbergate Dr.  
Peggy & Merrill Miller 116 Timbergate Dr.  
Brian & Del Taylor 202 Timbergate Dr.  
Cody & Lori Livingston 131 TIMBERGATE DR  
Rosann & Mike Greco 123 Timbergate Dr  
Jan Gerald & Robert Gerald 133 Timbergate Rd  
Joyce Bowers 127 Timbergate Dr.  
Doris New 121 Timbergate Drive  
Harry Bunn 106 TIMBERGATE DR LEX SC  
Smith Burns 106 Timbergate Dr Lexington SC  
Judy McDonagh 235 Timbergate Dr, Lexington, SC  
Richard & Kathleen Young 312 Timbergate Ct, Lexington, SC



Thursday, July 7, 2011

## Carolina Water and Sewer rate hike questioned

BY BILL WEST

ChronicleBill@yahoo.com

A water and sewer rate hike request will not go unchallenged.

Carolina Water and Sewer's request to the SC Public Services Commission will be presented on Wednesday, July 13 at the Lexington County Tennis Complex on Oak Drive.

At the request of state Sen. Jake Knotts, the hearing will be held at 6 p.m. since the majority of those affected are working homeowners.

Persons wanting to testify may sign up so at the beginning of the meeting.

Ryan Jones, a Carolina Water customer, suggested an area wide response by dissatisfied customers should make their complaints heard.

"With all the problems our community has had with what we have come to find out is an overpriced 'water broker' it's time for the regulators to hear about the poor customer service, questionable accounting practices, and outright lies and delays when it comes to complaints," he said.

Jones said he has contacted Rep. Rick Quinn, Congressman Joe Wilson and "various other leaders concerning the utility company.

"Now, it's time for us to be heard."